

APR 25 2003

U.S. PATENT & TRADEMARK OFFICE

TRANSMITTAL OF FORMAL DRAWINGS

Docket No.  
FIS9-2000-0283

In Re Application Of: Young et al.

Serial No.	Filing Date	Confirmation No.	Examiner	Art Unit
09/723,519	11-28-00	6445	unknown	2161

Invention: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

Address to:

Assistant Commissioner for Patents  
Washington, D.C. 20231

Transmitted herewith are:

15 sheets of formal drawing(s) for this application.

- Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c).

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GROUP 3600

*Signature*

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Dated: 4-25-03

I certify that this document and attached formal drawings are being deposited on \_\_\_\_\_ with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

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